

- *Collaborate with Public Relations consultants to create informative material.*
- *Manage inquiries from reporters, community organizations, residents, etc.*
- *Provide media training and technical assistance, including guidance on best practices, to other staff members and partners to support advocacy*
- *Maintain and update the agency website in partnership with IT.*
- *Competency in the use of data metrics for analyzing various communication strategies and performance related to email, direct mail, website, and other communication efforts.*
- *Manage content creation and deployment of internal agency newsletter and other relevant internal communication needs.*
- *Assist the agency with special event coordination, press conferences, photography, graphic design, videography, and communication materials.*
- *Manages and monitors all external agency emails received through info@housingforhouston.com email inbox.*
- *Maintains department photography archives.*
- *Performs other duties as assigned.*

KNOWLEDGE, SKILLS, AND ABILITIES

- *Outstanding writing and verbal presentation skills.*
- *Analytical skills to solve problems and find the best way to convey a message.*
- *Knowledge of website design.*
- *Knowledge of the Houston Housing Authority programs, policies, and procedures.*
- *Knowledge of HUD regulations, policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the Houston Housing Authority.*
- *Effective strategic planning and execution experience.*
- *Skilled in Microsoft Office Suite and publishing programs.*
- *Skilled in oral and written communication, demonstrating strong and clear writing and editing abilities.*
- *Apply analytical and information management skills required to distill the considerable volume of information submitted to the President & CEO and the Houston Housing Authority departments.*
- *Establish lasting relationships and substantive dialogue that create valuable intervention opportunities for the Executive Office and facilitate access to critical information within and outside the Executive Office.*
- *Communicate effectively with and relate to people of different cultures, demonstrating an ability to see issues from other perspectives.*
- *Effectively present information both orally and in writing and respond to questions from groups of managers, clients, customers, and the general public.*
- *Define problems, collect data, establish facts, and draw valid conclusions.*
- *Multi-task, manage time effectively, establish priorities, and coordinate several concurrent activities simultaneously.*

- *Establish and maintain effective and courteous working relationships with other employees, residents, representatives of public and private social service agencies, vendors, and other business contacts.*

COMPLEXITY / SCOPE OF WORK

- *Employee performs routine duties following established HUD and applicable Authority guidelines. The employee regularly makes decisions concerning communication problems using personal judgment based on prior experience. Situations not covered by policies are referred to the President & CEO or handled independently, depending on the circumstances.*
- *The employee performs duties by following Authority policies and procedures and other guidelines such as HUD regulations. The guidelines cover most job-related situations, but the employee may occasionally be required to use independent judgment in making decisions.*
- *The employee performs a moderate number of routine and generally related tasks without supervisory direction. Instructions to the employee may be general or specific in nature.*
- *The employee's work affects other employees and residents throughout housing developments.*
- *Frequently the employee acts independently in making decisions about the best course of action. For situations with no guidelines, the employee may adapt existing policies, develop new approaches, decide based on the circumstances, or seek guidance from the President & CEO.*
- *Performing work tasks effectively, efficiently, and with compassion enhancing relationships between residents and the Authority, improves residents' status, and provides long-term benefits in Authority housing management.*

SUPERVISORY CONTROLS

- *The employee does not have direct supervisory responsibilities.*

PERSONAL CONTACTS

- *The employee's contacts include Houston Housing Authority employees, residents, resident councils, businesses, corporations, city and community service organizations and agencies, HUD, State, National, and Local officials. These contacts are to facilitate communications between executive staff members and other employees and persons outside the Authority.*

PHYSICAL DEMANDS / WORK ENVIRONMENT

- *The physical demands described here represent those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may enable individuals with disabilities to perform the essential functions.*

- *To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping, operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds*
- *Additionally, some degree of stress results from contact with applicants, participants, landlords, the public, and other employees*
- *The work environment characteristics described here represent those an employee encounters while performing this job's essential functions. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions*
- *Office environment. The noise level in the work environment is usually moderate*
- *Work involves the typical risks and discomforts associated with an office environment but is usually in an area that is adequately cooled, heated, lighted, and ventilated*
- *The employee may be required to work unusual hours as needed by Housing Authority and media-related activities and deadlines.*
- *The employee may be exposed to weather extremes and the usual hazards associated with housing developments*

MINIMUM QUALIFICATIONS

- *Bachelor's degree in Communication, Public Relations, Journalism, English, or related field from an accredited college or university required.*
- *At least two (5) years of relevant public relations experience or an equivalent combination of education and experience.*
- *Highly collaborative style; experience developing and implementing communications strategies*
- *A strong track record as an implementer who thrives on managing a variety of key initiatives concurrently*
- *High-level leadership abilities to serve as a unifying force and to position communications discussions at both the strategic and tactical levels*
- *Experience managing social media required.*
- *Excellent written, oral, analytical and presentation skills*
- *Vision, depth, perception, and the ability to adjust focus*
- *Comprehensive proficiency in Microsoft Office products*
- *Bondable.*
- *Valid Texas driver's license*
- *Eligibility for coverage under Houston Housing Authority PHA fleet auto insurance.*

DISCLAIMER

The above statements describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.